

FAQs: Remote Learning

Q: My child has forgotten their password or login for Google Classroom. What do they do?

A: Student email address is in the form firstname.surname25@stlukescofe.school (where 25 is the year they will finish Year 11). Their password is the same as their school network login password. If the student needs their password re-set then they should email passwords@tedwraggtrust.co.uk

Q: What do we do if the class is not appearing on Google Classroom?

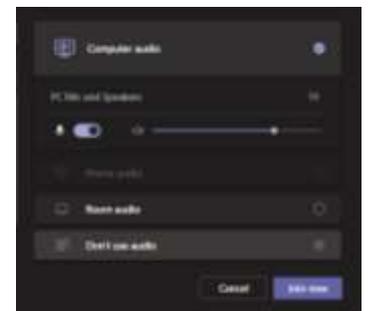
A: You should double check that your child is signed in with their school account (as above). If their class is still not there, or their class is incorrect, students should contact their class teacher via email: all staff emails are on the school website.

Q: What do we do if there is no Teams Meeting link or independent work set on Google Classroom?

A: Your child should double check that they are signed in with their school account (as above). If there is no Teams link 10 minutes into the lesson, students should contact their class teacher via email: all staff emails are on the school website.

Q: We cannot hear anything once we have joined a virtual lesson – what can we do?

A: Check that when your child joined the meeting they clicked the Computer Audio button and the volume on the PC Mic & Speakers is up high. If they didn't, leave the meeting and rejoin and check these settings.



Q: How do I blur the background when my child is attending a virtual lesson?

A: Click on the more actions ... menu on the top right. Click on Apply Background Effects setting and click on the Blur option.

Q: Can you help me with another issue that is something not addressed above?

A: If it is subject specific, students should email their teacher using their school email. Please remember that teachers have a full teaching timetable so may not be able to respond instantly, even if it is during the lesson time. As an alternative in the meantime, students should work from their Knowledge Organiser for that subject if they are unable to access the virtual interactive lesson. If it is not subject specific, please email remote.learning@stlukescofe.school and we will do everything we can to help.

Q: What do we do if there is another technical issue with the device my child is using at home?

A: We strongly recommend that students use a laptop or Chromebook to access their remote learning. We recommend that laptops and tablets have the Microsoft Teams app installed on them and that students are signed in with their school account (see above). We recommend that students install the Google Classroom app on their phone—this allows easy submission of photographs of written work. There is a guide on the website and it has been emailed home.

Please note: the IT technicians have a limited capacity to support with personal devices due to the different set up and limited control we have over students' and parents' personal devices. However, please email remote.learning@stlukescofe.school and we will do everything we can to help.

Q: What help documents are available on the school website?

A: There is a [Remote Learning Guide for Students](#) which talks them through step by step how to access virtual lessons. There is also a [Google Classroom App Guide](#) which talks them through downloading and using the Google Classroom App, particularly useful for submitting work. Finally, there is a [Student Remote Learning Expectations](#) document that lays out the expectations on students when they engage in virtual lessons.